STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION
LEGAL AFFAIRS UNIT

February 11, 2019

Ms. Emma Best
MuckRock DEPT MR 58279
411A Highland Ave.
Sommerville, MA 02144-2516

RE: Your Freedom of Information Act Request

Dear Ms. Best:

Enclosed please find a copy of the records responsive to your request. Kindly remit a check in the amount of $1.75 (7 pages @ $.25 per page) made payable to the Department of Emergency Services and Public Protection to cover copying costs.

Please reference the file number indicated below on all communications to this agency to ensure proper handling of your request.

Should you have any questions concerning this matter, please do not hesitate to contact this office at (860) 685-8150.

Very truly yours,

Jay DonFrancisco, Esq.
Legal Affairs Unit

JD:cl
Enclosure

File No.: F-18-01675

1111 Country Club Road
Middletown, CT 06457
Phone: (860) 685-8150/Fax: (860) 685-8611
An Affirmative Action/Equal Opportunity Employer

Door (Walk-In) Requests

1) Walk-in requests are received in Reports & Records, Tuesday through Thursday, 9:00 a.m. through 2:00 p.m.
2) A written request must be received along with the statutory fee.
   a. Photograph requests are subject to a separate fee. Verify photographs are part of the case **before** taking payment.
3) For general public inquiries, verify the person in front of you is the name on the request. Requests shall not be accepted with 3rd party information on the request, unless the response is to be mailed to the indicated 3rd party.
4) Attorney Offices, Insurance and all other corporate requests must have the name of the firm on the request. Entries are to be made under the corporate name, not the employee or representative.
5) Only simple motor vehicle accidents which have been completed and submitted to DocView may be released at the door by Office Assistants. All other report types requiring further review shall be processed by Processing Technicians.
6) Audit shall be completed after the last customer of the day.
   a. Balance audit and print report. Place in mail bin for the next day's deposit.

REQUEST PROCESSING

All files shall be verified against NexGen prior to release to insure a complete file has been received. All documents shall be marked "Left Agency Control" when preparing for release.

Certified Letters

There are 3 types of certifications completed within this unit.

1) Certification from the original case file, use document "Certified Letter" located in the unit shared drive, Forms folder.
2) Certification from the electronic business record, where no other attachments exist, use document "Certified Letter of Electronic Record" located in the unit shared drive, Forms folder.
3) Certification of Call For Service only, use document "Certified Letter for CFS ONLY" located in the unit shared drive, Forms folder. Print the "CAD Report" for call only responses.

All certification letters must contain;

1) Number of pages, in numeric and alpha format (i.e. 2 (two) pages)
2) The case number
3) Your name and title
4) Raised CSP seal.

Electronic Request Processing **(Simple reports with no attachments)**

1) Pull one day from front of drawer.
2) Research unknowns and interfile with previously sorted mail.
3) Request for simple motor vehicle accidents may be processed/printed electronically directly from NexGen provided no original attachments exist.
4) PDF images of reports may be transmitted via the R&R email account only. Email responses to request shall not be conducted from your direct email account.
5) Misdemeanor summons or infractions which may be elevated to a misdemeanor; disposition must be verified. Notate findings in the Remarks box of the Incident Tab.
6) Confirmed convictions and infractions may be submitted to DocView.
7) Update the **R&R_Fiscal_Statewide** database with completed results. **All responses are to be sent within 24 hours of the database update.**

Electronic Redacting

Electronic redactions are completed utilizing Adobe Pro to insure all metadata and redactions are not visible when coping. To complete electronic redaction, follow the instructions below.

1) Printing to PDF
    a. When the prompt for print appears, select Adobe PDF.
    b. Save to Reports and Records network scan folder. Save with case number (part 1, part 2, for sequential documents).
    c. Open Adobe Pro to complete redactions.
    d. Skip to step 3.

2) Scanning to network folder
    a. Sort report in chronological order with initial report on top, closing last and attachments behind appropriate supplements.
    b. Review and remove all full page redactions before scanning.
    c. Convert double sided documents to single sided.
    d. Scan report to the network folder.
    e. Skip to step 4.

3) Combining Files when Printing to PDF
    a. Open Adobe Pro.
    b. Click ***Combine Files into PDF***
    c. Click ***Add Files*** or ***Add Folder***
    d. Select the files/folder you would like to combine.
    e. Click ***Combine Files***
    f. The completed project will default to Binder1.
    g. Select File, then Save As and name new file as "[case number]_**FullReport**".

4) Appling redactions;
    a. Open the FullReport version of the case file you are ready to redact.
    b. Click on Tools and select ***Text Recognition***.
    c. Select ***In This File***.
    d. From pop up, select ***All Pages*** and click *OK*. This may take some time to run, depending on the size of the file. You may continue to work in other programs while this action completes.
    e. When ***Text Recognition*** is complete, select ***Protection***.
    f. Click ***Mark for Redaction*** and begin redactions. You may also use the ***Search & Remove Text*** feature, but the document **must** still be reviewed in its' entirety.
    g. Save redaction file with the extension name Redacted (i.e. 1700123456_FullReport_Redacted). Saving the file intermittently will insure you do not lose your work. For larger case files with extensive review, burn a CD with viewable redactions (red boxes).
    h. **Cases with subjective redactions require a 2nd review by another staff member.**
        i. Personnel conducting 2nd reviews shall create a second line in the fiscal database and mark response as **Report Redactions 2nd Review.**

5) After 2nd review is returned to you, select ***Protection*** from the Tools menu and click ***Apply Redactions***.
6) A tool bar will appear showing redactions being applied. When complete, click ***Remove,*** this will remove the metadata behind all of the blackouts.
7) Select ***Sanitize Document.***
8) Save document.
9) Print 1 hard copy and complete a final review before releasing. This hard copy shall remain in the hard file for future review and release.
    a. For larger case files, burn 1 CD after redactions have been applied and label "Public Release File" and date with initials, for future disclosure.
10) Attach the redaction file in External Apps under the appropriate case number.
    a. When attaching redaction files, rename the extension and associate with the release type (i.e. 1700123456_PublicRelease, 1700123456_DOCRelease, 1700123456_DCFRelease, etc.)

11) Prepare redaction letter.
12) A copy to the original request and redaction letter shall be retained in the original case file.

File Review Requests
C.G.S.§ 1-210

Requests for public inspection (no copy requested) shall be accommodated by appointment only.

1) Request for review shall be in writing and must include a contact number.
2) Case must be reviewed for public disclosure and redactions applied.
3) Complete a redaction letter and attach to the front of the case file.
4) Contact the requester when review is complete to set appointment for review.
5) Redacted documents shall be removed from the file prior to review.
6) Unit personnel shall monitor the review (must be visible). Copying and photography are not permitted during the public review process.

Manual Report Processing

1) Write out-cards for each request and pull case jackets.
2) Verify all supplements received against NexGen. Print missing documents if necessary.
3) Verify dispositions for **ALL** arrestees.
4) Review report to determine disclosure.
    a. Date stamp bottom right corner of original request.
    b. Mark your initials below the date stamp.
5) Update the fiscal database with completed results.
6) Prepare redaction letter if applicable.
7) Prepare copies of all responses.
8) Original request and copy of redaction letter, if applicable, are to be retained in the original case file.
9) **All responses are to be mailed within 24 hours of the database update.**

Order of Disclosure Determination

Should questions arise in determining disclosure, the following order of review shall apply:
1) Reports and Records Processing Technician
2) Reports and Records Supervisor
3) Legal Affairs Unit - Files are only to be referred directly to Legal Affairs, in the absence of the Supervisor. Memorandums for Legal Affairs shall state your questions or hesitation to disclosure.

Photographs
Requests for photographs are subject to an additional fee;

1) Complete a fee sheet (S:\Forms\Photo Fee Sheet.doc) indicating the number of photographs and the total cost.
    a. 8X10 - $3.25 per photo
    b. 4X6 – $1.25 per photo
    c. VHC Video Tapes - $1.25

d. CD/DVD - $0.25

2) When payment has been received, process the request for photos. All photos are subject to the same rules of public disclosure and must be reviewed for exemption.
   a. CDs, if available in the original case file, may be duplicated in Reports and Records.
   b. Hard prints of photos or CDs not readily available in Reports and Records must be ordered from the Forensic Unit, Photo Lab. Complete the photo lab request (S:\Forms\Photo lab request.doc)
3) Due to accreditation requirements, the Photo Lab may not redact images. Upon receipt of duplications, review the CD or photos received from the lab and prepare duplications for release. Redact graphic images accordingly (see below for instructions).
4) Update the fiscal database, indicating "Photos Sent".
5) Prepare redaction letter, if applicable.
6) Retain the original request and a copy of the redaction letter, if applicable, in the original case file.
10) **All responses are to be mailed within 24 hours of the database update.**

Photographs – Redacting
C.G.S.§1-210(b)(2) or 1-210(b)(27)

1) Insert CD and open.
2) Select all images and copy to alternative drive.
   a. If using an external hard drive to duplicate, copy images from drive E:/ to drive D:/
   b. If no external hard drive exists, copy from drive D:/ to S:\Photo Redactions
3) After copy is complete, remove original CD.
4) Review copied images, notate the image number being removed then delete.
5) Select remaining images and copy to drive D:/
   a. If using an external hard drive, your review and redactions should occur in the D:/ drive. Skip step 5 and proceed to step 6.
6) Insert a new CD into drive D:/
7) Select "Burn Disc" from the top toolbar menu.
   a. Burn 2 (two) CD's and mark one as "Public Release" for the original case file.
   b. Attach notation of redacted images onto the original case file "Public Release" copy.

Photographs – Redacting with Roxio

1) Open Roxio Creator and select Copy Disc.
2) Insert the original disc into drive D:/.
   a. If using an external hard drive, the original disc should always be placed in drive D:/ Place the blank disc in your hard drive on select that drive on line 2. Skip steps 4 and 5 when using an external hard drive.
3) Click the orange button in the lower right hand corner to begin copying.
4) When prompted, the original disc will eject and you will see a pop up to insert a blank cd.
5) After placing the blank cd, do not push the cd in to close, click OK to start copying.
6) The disc will auto eject when completed.
7) If you receive an error message when using Roxio, this means there are multiple types of data which Roxio cannot duplicate. Use the method above in these instances.

Request-A-Report (LexisNexis)

1) Set starting date parameter to May 1, 2018 and click Search, this will return the oldest results. Processing is to be completed oldest to newest. The number of records is limited so you may need to filter 1 day at a time, due to the current backlog.
2) Research the case number in RMS;
   a. If attachments do not contain documents (i.e. only photos)
      i. PDF all other disclosable documents
      ii. Combine into one file
      iii. Transmit via RAR.
   b. If attachments contain additional documents, which are disclosable (i.e. hand written statement)
      i. Pull full file
      ii. Complete review
      iii. Add redaction letter if applicable
      iv. Scan to 1 document for transmission via RAR.
   c. If redactions are applied to an electronic file
      i. Name the PDF file as redacted, with the total number of pages redacted. (i.e. 1800123456_Redacted_2pgs)
      ii. Redactions subject to erasure, you may add the statute to the extension. (i.e. 1800123456_Redacted_2pgs_CGS-54-142a)

Processing - Select Review

1) Modifying a request:
   a. Scroll to bottom and select Modify.
   b. Update case number if one was not provided. Click Modify to return to the reviewer screen.
   c. Any changes other than a case number update must be documented in the Notes area on the reviewer screen.
2) Reviewer Codes:
   a. Approve – PDF is available to be transmitted electronically to requester.
   b. Notify Pick Up – Reports that are excessively large or require ID.
   c. Follow Up – Additional response required from requester.
   d. Reject – Transaction cannot be completed
   e. Cancel – Exit transaction without making changes.
3) Approve: Simple Accidents
   a. Click "Review"
   b. Click "Approve"
   c. You may update the case number in the approval screen. Click "attach report"
   d. Click "Upload"
   e. Select the appropriate record (double click), the report will be visible once it has completed loading. Note: All redactions are to be applied and document sanitized, prior to loading into RAR.
   f. Click "Finish"
   g. Click "Continue"
   h. Click "Approve"
4) Approve: Simple Accidents – Electronic Attachments or Photos only
   a. Click "Review"

b. Click "Approve"
c. You may update the case number in the approval screen. Click "attach report"
d. Click "Upload"
e. Select the appropriate record (double click), the report will be visible once it has completed loading. Note: All redactions are to be applied and document sanitized, prior to loading into RAR.
f. Click "Finish"
g. Click "Continue"
h. Click "Approve"

5) Approve: Redacted (**review required for each release**) or Additional Document Attachments
    a. Compile and review the full report.
    b. Apply all redactions.
    c. Prepare redaction letter.
        i. Complete the to line as follows
            1. LexisNexis – Request [18-00100129]
    d. Scan complete file with redaction letter to scan folder, label [case number]_Redacted or [case number]_Full File.
        i. **Note: All redactions are to be applied and document sanitized, prior to loading into RAR.**
    e. Return to LexisNexis R-A-R request.
    f. Click "Review"
    g. Click "Approve"
    h. You may update the case number in the approval screen. Click "attach report"
    i. Click "Upload"
    j. Select the appropriate record (double click), the report will be visible once it has completed loading.
    k. Click "Finish"
    l. Click "Continue"
    m. Click "Approve"
6) CAD Reports
    a. Treat the same as a regular report. When applying redactions, be certain to label Redacted and Sanitize document before attaching to response.
7) Follow-Up:
    a. Insufficient Information
    b. Pending – Case is active or not yet processed in R&R
8) Pending – Active Case or report not yet processed by R&R:
    a. Click "Follow Up"
    b. Select "Pending"
        i. Active Case – Do not Edit
        ii. Closed Case, Pending R&R Processing – Edit text to read
        The case report is pending review, and your request will be forwarded as soon as possible.
    c. Click "Continue"
    d. Click "Follow Up"
9) Notify Pick Up (i.e. fatal reports, homicides, juvenile records, erased records, etc.):
    a. Prepare the LexisNexis Pick Up letter (found in HQ-LexisNexis scan folder)
        i. Open PDF document
        ii. Enter Incident Number